



December 22, 2020

**Re: Home Health Telehealth Services**

Dear Provider,

This notification has been developed by Kaiser Foundation Health Plan, Inc. (KFHP) to update the guidelines for the provision of telehealth services to Northern California members of KFHP.

In response to the COVID-19 public health emergency, Medicare & Medicaid Services (CMS) implemented an interim rule allowing telehealth services as an alternative to maintain access and availability of services. Recently, CMS issued a final rule (**42 CFR Parts 409, 410, 414, 424, and 484**) that implements a change to the home health regulations regarding the use of telecommunications technology in providing home health services *effective January 1, 2021*.

Any provision of remote patient monitoring or other services furnished via a telecommunications system or audio-only technology must be included on the plan of care, but cannot substitute for a home visit ordered as part of the plan of care, and cannot be considered a home visit for the purposes of eligibility or payment. Therefore, home health telehealth visits for dates of service on/after January 1, 2021 will no longer be payable by Kaiser Foundation Hospitals (KFH).

It has always been the position of KFHP that the preferred delivery of services be in-person. Due to the public health emergency, KFHP aligned with the interim CMS rule to allow telehealth visits when clinically appropriate but anticipated there would be an end to the directive, and at such time providers would return to predominantly in-person service delivery.

This update will also be posted to the Northern California Community Provider Portal (CPP) at the web address noted below. Providers are encouraged to visit the CPP for ongoing updates and information about this initiative at:

<http://providers.kaiserpermanente.org/nca/>

Thank you for your prompt attention to this matter. Please circulate this information broadly to stakeholders in your organization/practice serving Northern California members, including contracted billing services, if applicable.

Sincerely,

A handwritten signature in cursive script that reads "Alacia Broussard".

Alacia Broussard  
Regional Administrator  
Medical Services Contracting